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REMARKS

Claims 1-9, 19 and 20 are pending in this application. Claims 1 and 19 have been amended. New Claim 21 has been added.

Claims 1-18 were rejected under 35 USC 103(a) as being unpatentable over Sakakibara et al. (U.S. Patent No. 6,564,227) in view of Ludtke (U.S. Patent No. 6,202,210). The Examiner stated that Sakakibara teaches a customer support center that collects usage information and quality information on a customer device; that the customer support center remotely sets data which the customer device should transmit or the time at which the device should transmit (col. 9, lines 34-36 and col. 3, lines 20-25) and considers this feature to represent automatically querying the customer at a predetermined time as to problems with goods. The Examiner cited Ludtke for describing a method and system for collecting data over a network to support customer support and considers the user interactive interface of Ludtke in the collection of usage and quality information as motivation to combine with Sakakibara in order to collect information that is not automatically available. Applicants respectfully disagree.

Claim 1 as amended claims a customer satisfaction system, comprising: a query module for automatically sending a query to a customer as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction, according to a predetermined schedule, and for receiving responses from customers to the queries, wherein a query includes a user interface for receiving responses input from a customer; an analysis module for analyzing responses from customers to identify a customer problem, for sending the identified customer problem to a problem solver module for resolution by a problem solver, and for tracking status of the identified customer problem; and at least one problem solver module for receiving an identified customer problem from the analysis module, for transmitting the identified customer problem to a problem solver, for receiving a solution to the identified customer problem from the problem solver, and for transmitting the solution to the customer; wherein, upon transmission of the solution to the identified customer problem to the customer, the problem solver module notifies the analysis module of the solution and the analysis module causes the query module to send a query to the customer requesting verification that the

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problem has been solved.

1.   Sakakibara queries devices, not customers.

Sakakibara teaches a customer support system for devices. Sakakibara does not send queries to customer; Sakakibara sends queries to devices. A device is programmed to respond in a particular fashion to defined queries. The system of Sakakibara remotely monitors device usage and fault information. While the Sakakibara system sends queries to devices in order to retrieve fault information and usage information, Sakakibara's system does not query the customer directly. Service calls involving a technician are expensive. To the extent a customer support system can monitor and fix a device remotely, without contacting the customer directly or involving a technician, the provider saves time and money. Similarly, Ludtke's system queries devices. Ludtke's system monitors a customer's home AV network. Instead of being only able to monitor which television program are watched by a customer, the system of Ludtke can monitor what DVDs the customer watches, or the usage of any other devices connected to the customer's AV network.

2.   Nothing in Sakakibara et al. or Ludtke teaches or suggests "a query module for automatically sending a query to a customer as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction" as recited in Applicants' Claim 1.

Sending a query to a customer "as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction" is an open-ended query. The customer can respond any way the customer wants to respond. Nothing is pre-programmed. The customer is not limited in any way in his/her response. Devices cannot respond to an open query such as "whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction." In contrast, the systems of both Sakakibara and Ludtke can only query devices in accordance with the device's pre-programmed limitations. A device cannot respond as to whether it has any problems that have not been resolved to its satisfaction. A query to a device is

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an input signal, to which the device can only respond in a pre-determined manner.

    3.   <u>Receiving data input by a customer to an onscreen product registration is not the same as receiving a response from a customer to a query as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction.</u>

    Col. 11, lines 1-9 of Ludtke describe an onscreen product registration process, where the "monitor program can even partially fill the registration form out for the user (such as model ID, etc.). A product registration form typically includes defined fields for name, address, etc. Receiving customer input to defined fields to a product registration process is not the same as receiving a response from a customer as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction.

    4.   <u>Neither Sakakibara nor Ludtke disclose an email query including a yes link and a no link.</u>

    New Claim 21 claims a system wherein an email query includes a yes link for enabling a customer to respond in the affirmative to the query as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction and a no link for enabling a customer to respond in the negative, wherein responsive to selection of the yes link, the system displays an interface for receiving input from the customer describing the problem that has not been resolved to the customer's satisfaction. Nothing in Sakakibara or Ludtke describes an email query which includes a yes link and a no link in response to the query as to whether the customer has any problems with goods or services provided by a provider that have not been resolved to the customer's satisfaction.

    Accordingly, Claims 1-9, 19, 20 and 21 are believed to be patentable over Sakakibara et al. and Ludtke.

    No additional fee is believed to be required for this amendment; however, the undersigned Xerox Corporation attorney hereby authorizes the charging of any necessary fees, other than the issue fee, to Xerox Corporation Deposit Account No. 24-0025.

    Consideration of this application and allowance thereof are earnestly solicited. In the

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event the Examiner considers a personal contact advantageous to the disposition of this case, the Examiner is requested to call the undersigned Attorney for Applicants, Jeannette Walder.
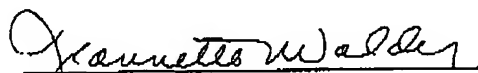
Respectfully submitted,

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